JUST the FacTS

Facilities Team Survey

An Overview of the Workforce Module

July 2003

FacTS WORKFORCE: Overview

- FacTS WF Purpose/Outcomes/Goals/Benefits

- Instrument

- FacTS System/Process

- POA&M

- Links to Additional Information

Why are we surveying our people?

To employ a consistent process to obtain **WORKFORCE** perspectives as an input to decision-making within NAVFAC at the corporate and component command levels.

What do we hope to achieve by using the FacTS **WORKFORCE** data?

An interdependent, highly skilled, and motivated **WORKFORCE** that is aligned with our:

operations,

clients, and

evolving business needs.

FacTS WORKFORCE: Guidance

- Develop a survey "process" vs. "event"
- Align with the NAVFAC Strategic Plan
- Consider inter-relationships with other corporate measures/instruments
- Provide flexibility for organization-specific questions
- Leverage technology…web-based

FacTS WORKFORCE Process
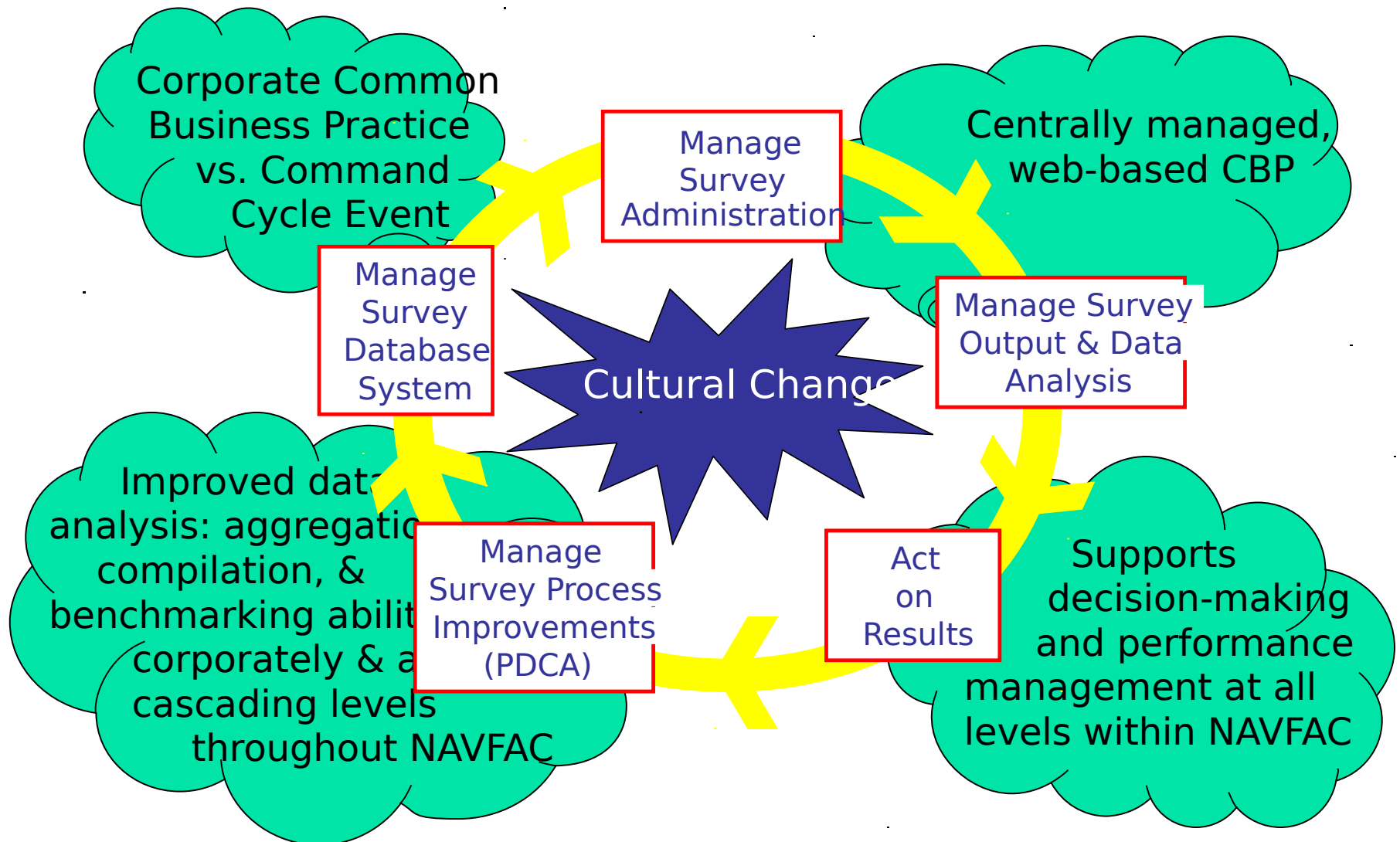
The FacTS **WORKFORCE** Module is composed of three types of items:

- Demographic Questions
- Substantive Statements
- Narrative Statements

Demographic Questions

- Enable comparisons between the perspectives of various workforce "groups"
- Data collected includes:
  - rank/grade
  - tenure
  - gender
  - ethnic background
  - supervisory status
- Other demographic data, such as organization, is stored in the FacTS WF Database

Substantive Statements

- "Core" set of 60 statements
  - All positively worded
  - Responded to via a 5-point Likert Scale + "Don't Know or N/A"
- Up to 5 statements of local interest may be added by each organization
- Numerous statements are linked to internal and external benchmarks
  - FacTS CLIENT Survey Module
  - NAVFAC IG on-site focus groups
  - MSPB/GSA Survey
  - Gallup Q12

Substantive Statements are segmented into 6 categories:

- **Workforce:**

  The extent to which we are developing and maintaining a workforce capable and committed to supporting our evolving business needs

- **Workplace:**

  The extent to which our workplace enables the workforce to be fully engaged and productive

- **Business Innovation:**

  The extent to which we pursue and integrate new processes/practices to reduce costs, reduce cycle time, and improve quality

- **Client Relationships:**

  The extent to which we build positive relationships with our clients

- **Daily Operations:**

  The extent to which we act interdependently using uniform business systems to execute mission requirements

- **Strategic Alignment:**

  The extent to which we align our actions and decisions with our strategic intent

Instrument: Alignment with NAVFAC Strategic Plan

FacTS WF Categories align with the Focus Areas of NAVFAC's Strategic Plan

		Business Management				Climate	
		Strategic Alignment	**Business Innovation**	**Client Relationships**	**Daily Operations**	**Work Force**	**Work Place**
F o c u s A r e a s	**People**	🟩				🟩	🟩
	Innovation	🟩	🟩				
	Clients	🟩		🟩			
	Operations	🟩			🟩		

Narrative Statements:

- Two narratives provide the opportunity to submit written, free-form comments

- Respondents are asked to provide their opinion with respect to their organization's:
  - Greatest strength
  - Most significant improvement that could be made

- Respondents are also asked to select a category from 20 options that best describes their comment
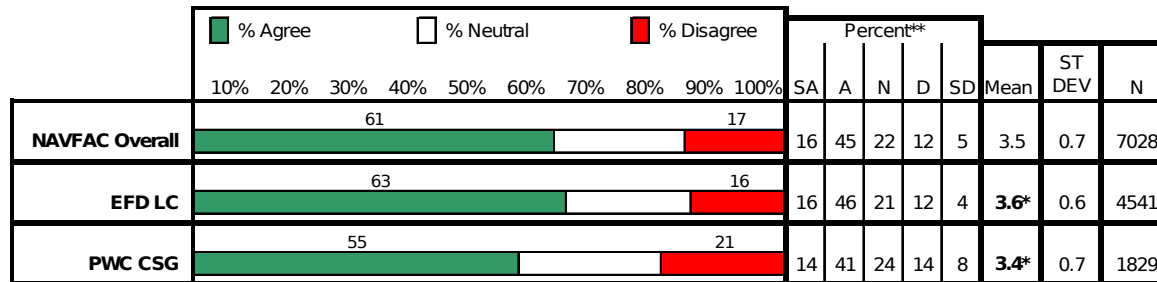
P.4.1 – Workforce Satisfaction

Based on Overall Results for All 60 Core Survey Items

Desired Trend:
Increasing "% Agree" & "Mean" over time

as of October 2002

	% Agree / % Neutral / % Disagree	Percent**					Mean	ST DEV	N
	10% 20% 30% 40% 50% 60% 70% 80% 90% 100%	SA	A	N	D	SD			
NAVFAC Overall	61 17	16	45	22	12	5	3.5	0.7	7028
EFD LC	63 16	16	46	21	12	4	**3.6***	0.6	4541
PWC CSG	55 21	14	41	24	14	8	**3.4***	0.7	1829

NAVFAC Overall includes NAVFAC HQ, LANTDIV, PACDIV, SOUTHDIV, SWDIV, PWC San Diego, PWC Great Lakes,
 PWC Washington, NFESC, NCBC Port Hueneme, NFI, NCC & PWFSO.
EFD LC includes LANTDIV, PACDIV, SOUTHDIV, SWDIV & NFESC.
PWC CSG includes PWC San Diego, PWC Great Lakes, PWC Washington & PWFSO.

% Agree – represents the percentage of people responding Strongly Agree or Agree.
 % Agree scores greater than 65% can be interpreted as a positive culture.
% Disagree – represents the percentage of people responding Disagree or Strongly Disagree.
 % Disagree scores greater than 25% may represent an opportunity for improvement.
Mean – represents the overall average score on all 60 core survey items.
 Means less than or equal to 3.0 may represent opportunities for improvement.
 Means which are statistically significantly different from the NAVFAC Overall mean are noted in **bold** with *.
ST DEV – represents the standard deviation which is a measure of the variability of the data.
N - represents the total number of people who responded to more than 40 of the 60 core items.

Percent** - Because of rounding differences, sometimes the %ages do not add up to be exactly the same as the % Agree,
 % Neutral, and % Disagree.

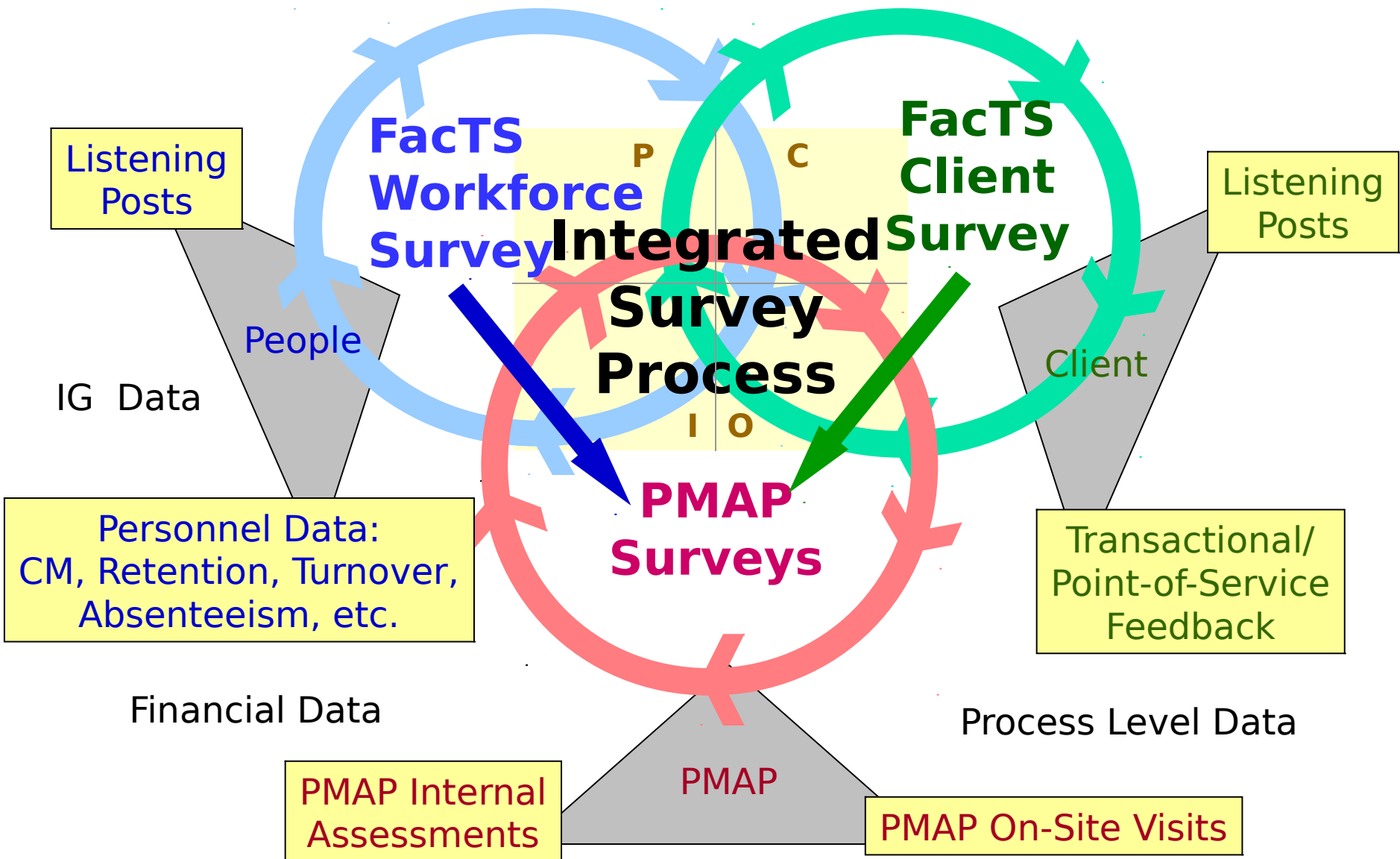- **2002 is first official year of FacTS survey process.**

- **Not all NAVFAC commands participated in 2002. See NAVFAC Overall definition (at left) for list of participating commands.**

- **No trend data available at this time.**

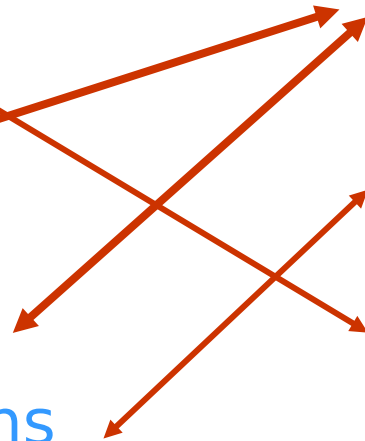- **See "NAVFAC Overall Results Report" (dated**

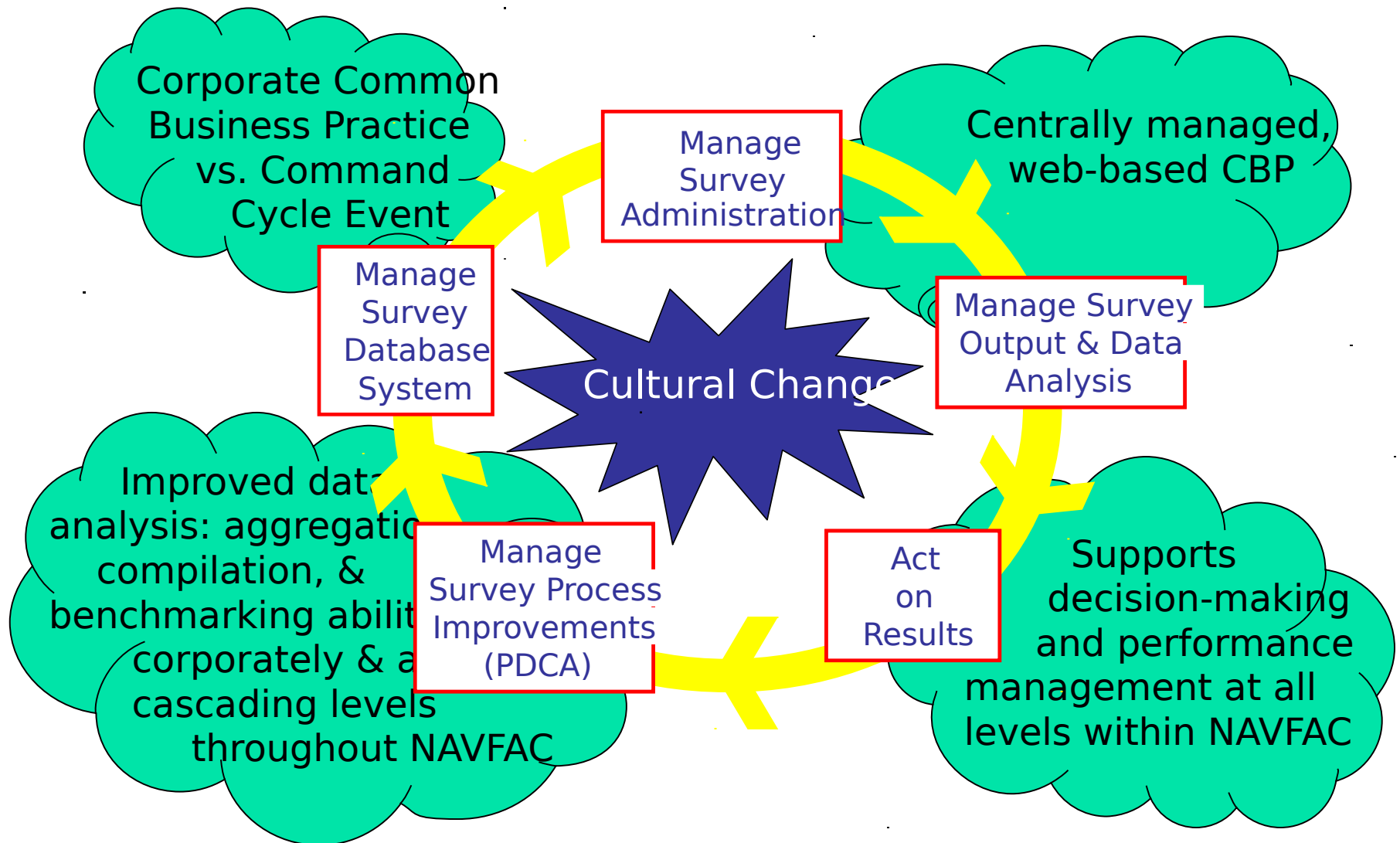CPP   ESG   A

FacTS Workforce:

- Workforce
- Workplace
- Business Innovation
- Daily Operations
- Client Relationships
- Strategic Alignment

FacTS Client:

- Delivery System Attributes
- Client Relationships
- Workforce Competencies
- Competition
- Overall Satisfaction

FacTS Workforce & Client Process

Corporate Common Business Practice vs. Command Cycle Event

Centrally managed, web-based CBP

Manage Survey Administration

Manage Survey Database System

Manage Survey Output & Data Analysis

Cultural Change

Improved data analysis: aggregation, compilation, & benchmarking ability corporately & at cascading levels throughout NAVFAC

Manage Survey Process Improvements (PDCA)

Act on Results

Supports decision-making and performance management at all levels within NAVFAC

FacTS WORKFORCE POA&M

	CY2002												CY2003											
	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D

Local FacTS Coordinator ID & Education

Manage Survey Database System

Local Coordinators Validate Participant DB

Manage Survey Administration (Pre-not - Website Closed)

Manage Survey Output & Data Analysis (Website Closed – Report Roll-Out)

Act on Results

PDCA

Marketing, Education, & Communication

FacTS Workforce Survey

- Review a brief on the overarching FacTS System
- Review a brief on the FacTS Client Module
- Contact your Local FacTS WORKFORCE Coordinator or the FacTS WORKFORCE Program Manager